From: Peters, Joe
To: McCraw, Steven; MacBride, Cheryl; Bodisch, Robert; Nolte, Candace
Sent: 6/28/2013 5:00:16 PM
Subject: FW: EIC Final Report for 28 June

FYI

From: Rodriguez, Tony
Sent: Friday, June 28, 2013 4:52 PM
To: Peters, Joe
Cc: Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Gomez, Enrique; Mastracchio, JoeAnna; Ron Grahovec; Crawford, John
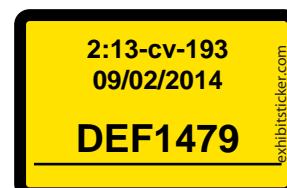**Subject:** EIC Final Report for 28 June
Importance: High

One additional inquiry from this mornings report.

			28 June Final EIC Report
1A	Issuance	0	
	Inquiry	0	
1B	Issuance	0	
	Inquiry	0	
2A	Issuance	0	
	Inquiry	0	
2B	Issuance	0	
	Inquiry	1	One Request - Customer already had an ID
3	Issuance	0	
	Inquiry	0	
4	Issuance	0	
	Inquiry	0	
5	Issuance	0	
	Inquiry	2	**Hereford**-one customer ask about the "free id". After visiting with her we determined th system, the customer decided to go home and get the documents she needed to renwe h Lubbock County Voter registrar and staff came in on Friday to discuss the certificates. I g sample Election Certificate. I informed them that the customer have to ask for the Electio
6A	Issuance	0	
	Inquiry	0	
6B	Issuance	0	
	Inquiry	0	
Total EICs Issued Today		0	
Total EIC Inquiries Today		3	
Total EICs Issued to Date		0	
Total EIC Inquiries to Date		11	

v/r

Tony Rodriguez
Customer Operations Senior Manager – South and West

TEX0507854

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The Driver License Division is committed to quality and excellence in customer service. Please share your thoughts with us via our online customer service survey at: http://www.survey.utexas.edu/txdps/